

Lehi City Public Library

Technology Plan

2005-2007

The mission of the Lehi City Public Library is threefold:

1. To provide a reservoir of knowledge.
2. To serve all residents of the area for their education, entertainment, and edification.
3. To provide a facility for study, reading, research, programs, and community service.

The mission of the Lehi City Public Library is to provide: the highest quality library services to fulfill the informational, education, recreational, and cultural needs of the citizens of Lehi; customer service that exceeds expectation; information in a variety of formats that educates, inspires, and entertains; a welcoming environment for lifelong learning. Patrons' needs are becoming more sophisticated and their expectations continue to translate into demands for more timely information and a wider diversity of formats. As the evolution of the twenty-first century begins, the Lehi Library must meet the challenge of providing technological access as well as adequate training for the staff and patrons.

New and existing technologies are increasingly important as a means for the library to achieve the goals effectively and efficiently. In the excitement that surrounds some of the emerging technologies, the important thing to consider is, will those technologies help the library fulfill its mission to the community. Technology assumes an important role in actualizing the vision of the mission statement.

The impact of technology on the breadth and scope of the library's mission is enormous. Public libraries are by far the most widely used point of Internet access, outside of work or college, accounting for nearly half these users. The role of the library as a reliable and friendly source of valuable information will increase rather than decrease as the number of electronic resources proliferates. Since libraries have traditionally used their expertise to provide high quality resources and expert assistance to their users, the role should expand as the Internet expands. However, information technology is more than just the Internet. We must keep abreast of changes in many other areas, such as the general business and in-house research tools the library offers its users, the changing capabilities of our equipment and the need to advance our own skills in using these tools. Libraries should continue to play a vital role in bridging the gap between the information 'haves' and 'have-nots' as we continue to move forward in the information age.

Integrating technology into traditional library services requires that all levels of staff be properly trained and have adequate documentation to assist patrons at the point of need. Training programs in all types of electronic tools and resources are critical in maintaining an informed and

competent library staff, for today's technology and for future developments as we allow staff time to work directly with the public. Investments in new technology need to be followed up with appropriate feedback and evaluation tools to insure that the staff and patrons are being served in the most effective manner.

Services, Goals and Objectives

Four goals have been determined to achieve the library's three year plan for 2005, 2006, and 2007 that related to technology.

1. Continue to develop and improve the Children's Learning Center. The library will accomplish this goal by increasing the number of educational learning resources available to the patrons. This will include increasing the preschool age-appropriate software to help parents prepare children to be successful in school. The library will also increase the educational resources for grade school and junior high age children.
2. Explore, improve, and expand the breadth and scope of what the library offers the electronic user community in the use of electronic information resources. This goal can be accomplished by keeping pace with key changes in the technology field and by keeping the staff trained and informed. The library will increase the number of Internet and word processing computers to allow better access and service. The library will also continue to offer the patrons useful tools as adjuncts to their research efforts.
3. The library will work to provide quality informational materials to educate patrons of all cultures. The library will begin to build a collection for patrons which speak other languages. This will include digital video discs, videos, computer software, magazines, etc.
4. Replace the existing computer system with a system that can provide the needed technology and support for an ever growing community.

To satisfy these goals the Lehi City Public Library will expend 3-5 % of its budget on electronic resources.

Staff and Patron Training

The library utilizes electronic training opportunities made available locally, regionally, or through the State Library. The staff is proficient in using Follett software, the Internet, WordPerfect and Microsoft Word. Members of the staff have also taken advantage of computer training offered by adult community education classes, and have taken advanced computer classes at Utah Valley State College and Brigham Young University. Other staff computer skills include proficiency on such programs as Microsoft Excel, Primavera Project Planner, Finale, and PowerPoint. Patrons are trained to use the Follett software used by the library. Patrons receive hands-on

training and demonstrations when needed. Many patrons also receive training on WordPerfect, on Microsoft Word, and on using the Internet. Patrons and staff will also be trained on using the new computer system. This will involve three days of in-depth training for staff and training for patrons as needed.

Existing Technology and Services

The library currently uses Follett's automated system. The library currently has four word processing stations, eight Internet access stations, and seven catalog search stations. Patrons have access to a copy center which has a copier, colored paper, paper cutters, staplers, etc.

A new Children's Learning Center has recently been instigated. The learning center houses ten computers which have educational games for children from preschool age to eighth grade. The learning center has over sixty different educational games for children.

The library has a growing video and book-on-tape collection. These collections are used extensively by adults and children alike. The book-on-cd collection has been started in the last year and is also growing rapidly. The library is also now providing digital video discs for check out.

The staff has eleven computers available for checking in or out library materials. There are an additional five computers used by staff for cataloguing and personal use. A fax machine, scanner, and color printer are also available to the staff.

Planned technological upgrades, services, and time line

Year 2005 Objectives:

1. Increase the number of educational and computer skill kits in the Children's Learning Center from twenty to forty.
2. Begin carrying on-line databases.
3. Provide a scanner for public use.
4. Purchase color printer for patron use.
5. Continue staff training.

Year 2006 Objectives:

1. Add new software updates for the new software program.
2. Train staff on new software and other technological advances.
3. Offer patrons greater access to older library collections through digitalization.
4. Begin carrying new on-line databases to supplement those carried by the Utah State Library.
5. Replace any printers that are worn or inoperable.
6. Add one more computer for the cataloguing staff.

Year 2007 Objectives:

7. Add at least three computers for public Internet and word processing use.
8. Replace copier with a newer and updated model.
9. Re-evaluate the software in the children's learning center and replace outdated programs.
10. Add additional on-line databases for the use of patron and staff.
11. Staff training on new equipment, etc.

Evaluation

Evaluation will be based on both quantitative and qualitative information available for measurement. Specific goals listed for each year will be reviewed as well as the overall progress of the library for that particular year. Statistics will be kept on daily use of library technology use.

Surveys of the patrons will also be used to evaluate how effective the library has been at filling the needs of the public. The surveys will be given periodically and will be analyzed by the library staff and library board. Staff observations will also be used to evaluate the library's progress.

Budget

<i>On-going Annual Costs</i>	<u>2005</u>	<u>2006</u>	<u>2007</u>
Network Operations, Telecommunications & Internet Services	\$4,964	\$5,332	\$5,492
System Maintenance	\$10,638	\$11,425	\$11,768
Workstations & Peripherals	\$15,602	\$16,757	\$17,260
Training	\$1,418	\$1,523	\$1,569
Staffing	\$25,530	\$27,420	\$28,243
Children's Learning Center	\$2,128	\$2,285	\$2,354

The library has determined, and stated, that 3-5 % of the budget will be dedicated to technology. Librarians and members of the board approved the above plan on July 1, 2004.

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Lehi City Public Library Director